

# Rachel Jordan

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## Experience Summary

Rachel is a user experience designer committed to improving digital interfaces through data-driven research and accessible design, ensuring that every user can navigate online platforms with ease and efficiency. As she continues to evolve in her UX design journey, her goal is to leverage her experiences in working with cross-functional teams and industry-standard tools to contribute meaningfully to projects that prioritize the user experience.

### KEY SKILLS:

- **Functional:** UX design, User Interviews and Research, Wireframing, Journey Mapping, Website Accessibility, Prototyping
- **Technical:** Figma, Axe DevTools, Lighthouse, Microsoft Suite, Google Suite, Mural

## Experience

### 01 Company/Industry: Capgemini - Energy

<b>Project Description:</b>	Created new interfaces and dashboards for a client's internal application to give engineers insight into asset performance, allowing them to be more proactive in their work.
<b>Role:</b>	UX Designer
<b>Project Duration:</b>	August 2023 to Current
<b>Responsibilities:</b>	<ul style="list-style-type: none"><li>● Gathered requirements through stakeholder workshops</li><li>● Conducted user interviews to understand pain points and needs</li><li>● Created high-fidelity wireframes and low-fidelity prototypes</li><li>● Conducted user testing on prototypes to refine designs</li><li>● Handed off dozens of dev-ready files to the development team</li><li>● Created documentation of new screens, functionality, and UI kit usage</li></ul>
<b>Special Tools:</b>	Figma, Mural

### 02 Company/Industry: Capgemini - Media

<b>Project Description:</b>	Updated client's media exchange application with a modern and intuitive interface. Worked on multiple screens for leasing movies, financial reporting, and keeping track of grosses.
<b>Role:</b>	UX Designer
<b>Project Duration:</b>	June 2023 to August 2023
<b>Responsibilities:</b>	<ul style="list-style-type: none"><li>● Collaborated with client to align on goals of project and redesign of system</li><li>● Created initial documentation of system capabilities</li><li>● Conducted user interviews to understand their preferences and pain points</li><li>● Created high-fidelity wireframes to hand off for development</li><li>● Documented and presented final improvements made to the system</li></ul>
<b>Special Tools:</b>	Figma

### 03 Company/Industry: Red Castle Human Capital – Management Consulting

<b>Project Description:</b>	Client needed a data lake of current employee and potential candidate information. The current data was contained in dozens of excel files.
<b>Role:</b>	Data Engineer
<b>Duration:</b>	Jan 2022 to June 2022
<b>Responsibilities:</b>	<ul style="list-style-type: none"><li>• Performed data cleaning by identifying any naming inconsistencies, null values, and duplicate values</li><li>• Joined 40+ files on common columns using Excel and the Python Pandas library</li><li>• Collaborated with client by attending weekly meetings to align on requirements and needs</li></ul>
<b>Special Tools</b>	Python, Excel

## Training, Certifications & Affiliations

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- Salesforce AI Certification – Salesforce (January 2024)
- Certified SAFe Scrum Master 5 – Scaled Agile (March 2023)
- Certified SAFe Practitioner 5 – Scaled Agile (March 2023)
- Google Digital Marketing and E-commerce Professional Certification – Google (February 2023)
- Professional Scrum Master I Certification – Scrum.org (October 2022)
- Collaborating with Clients Training – Capgemini (August 2022)
- Agile Software Development Certification - University of Minnesota (September 2022)

## Higher Education

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- The University of Tennessee, Knoxville – Bachelor of Science in Information Science with a concentration in Data, Information Management, and Analytics